

Government of India  
Northern Railway



Divisional Office, Commercial Branch, Northern Railway, Lucknow

**Advertisement notice :** C/123-1-ATVM/24/KUMBH-2025/SV

**Engagement of 90 facilitators for issuing of Un-reserved tickets through Automatic Ticket Vending Machines (ATVMs) at various Railway station over Lucknow Division**

Application form Sh./Smt. \_\_\_\_\_

## **TERMS AND CONDITIONS OF ENGAGEMENT OF FACILITATORS**

The engagement of facilitators for ATVMs is subject to the following terms and conditions.

### **1. Eligibility Criteria**

1. Only retired railway employees of any department of Railway can apply for engagement as facilitators.
2. Any employee who has been covered under the safety related retirement scheme/Liberalized active retirement scheme for guaranteed Employment for safety staff (LARSGESS) should not apply.
3. Selected applicants would be allowed to do ticketing through ATVM of commercial Circular 2011/TG-1/10/ATVM Facilitators dated 11-09-2018, they would be allowed to retain 5% bonus value as an incentive. No other benefit (Cash or Privilege) will be given for this purpose.
4. This engagement will be valid for the period of 01-01-2025 to 10-03-2025.
5. All the applicants are advised in their own interest to ensure that their applications duly accompanied by attested documents of service certificates and PPO. All application should be dropped in the tender box no. 05 situated at main gate adjoining to the security control room in the office of Divisional Railway Manager, Northern Railway, Hazratganj, Lucknow Pin-226001 before 14.00 hrs on 26-11-2024.
6. This notice may be given wide publicity amongst all retired staff Lucknow Division.
7. Decision of Railway administration for engagement of facilitators would be final and binding on all the applicants.
8. Terms and condition for their functioning as facilitators would be given to the engaged facilitators separately.
9. Last date of submission of application in the prescribed format attached 26-11-2024.

### **2. ELIGIBILITY OF BONUS;**

- a) For tickets dispensed through ATVM, 5% of bonus amount is allowed on the smart cards. The facilitator is eligible to retain the bonus. Other than this, no other in emoluments, incentive will be paid to the facilitator.
- b) The bonus will be allowed at 5% of the fare or 5% of the fare for 150 KM whichever is lower. The bonus will be restricted up to 5% of the fare for 150 KM and no bonus will be given on the fare for the remaining portion of the journey issued for more than 150 KM.

### **3. PERIOD OF ENGAGEMENT**

This engagement will be valid for the period of 01-01-2025 to 10-03-2025. No extensions allowed beyond that period.

### **4. ASSISTANCE TO FACILITATOR**

Assistance to facilitator (Retired Railway employee): Spouses and adult children of retired Railway employee may also be allowed to work as facilitators in addition to retired Railway employees working as facilitators. The order of priority for engaging facilitator shall be as under:

- a) Retired Railway employee.



- b) Spouse/Adult child of retired Railway employee. (only one person for one retired Railway employee to be nominated by him/her). Nomination letter to be submitted by the facilitator for the purpose.
- c) Spouse/adult children of retired railway employee shall not have any claim for employment. An undertaking to this effect on legal paper should also be given.

## 5. OTHER TERMS & CONDITIONS

- a) Applicant should be able to converse in English, Hindi and Regional Language. At least, the regional language is essential.
- b) The facilitator must keep sufficient small change and return correct change to the passenger.
- c) The facilitator should issue both long distance and short distance tickets.
- d) The facilitator should also inform the CBS in case of malfunctioning of ATVM.
- e) He should check the ticket roll position and inform to on duty CBS, if the existing ticket roll is completed.
- f) He should maintain the premises of ATVM clean and tidy.
- g) He should ensure the balance of his smart card before commencement of the shift to avoid detention while issuing tickets to the travelling public.
- h) Adequate education to the user/passenger to obtain tickets through ATVM on their own should be provided by facilitator.
- i) In case subletting or proxy attendance is detected at any time, the engagement as facilitator will be terminated immediately.
- j) There should be no provision of furniture on the station's premises under the scheme so as to prevent congestion.
- k) In case of withdrawing of ATVM(s) or shifting of ATVM(s) from one station to another on administrative reasons including continuation /shifting of facilitator(s), the decision of Railway Administration will be final.
- l) If the facilitator is unable to report for issuing tickets, a written intimation to that effect shall be given to concerned supervisor, in advance.

## 6. TERMINATION OF ENGAGEMENT

The engagement will be terminated by serving a termination letter on the facilitator in case of the following omissions and commissions on the part of the facilitator.

- i. Subletting of the engagement or engaging proxy attendance.
- ii. Not manning the ATVM regularly, i.e. remaining unauthorizedly absent.
- iii. For not encouraging/ensuring at least 10% of total passengers dealt in a day to purchase tickets through QR code mode of payment available in the ATVM.
- iv. In case of complaint of excess charging.
- v. Act of misbehavior with passengers or with the Railway staff.
- vi. Restarting/blocking the priority for Smart Card holders in use of the ATVMs.
- vii. Committing frauds such as resale of tickets etc.,

- viii. The health condition of the facilitator does not permit him to discharge his duty.
- ix. Any other Omission / Commission on the part of the facilitator, which in the opinion of Railway Administration is detrimental to the interests of passengers and Railways.
- x. Violation of any of the terms and conditions.

## 7. ENCLOSURES

### FOR RETIRED RAILWAY EMPLOYEES:

- a) Copy of Pension Payment Order
- b) Copy of Service certificate
- c) Copy of Aadhar card
- d) Copy of PAN card
- e) Three passport size photographs.

Notice No.:- C/123-1-ATVM/24/KUMBH-2025/SV

(Signature of Applicant)

**FORMAT OF APPLICATION FOR FACILITATORS TO OPERATE ATVM at  
STATION OF LUCKNOW DIVISION/NR**

Recent Passport  
size photo to be  
pasted

1.	Name	
2.	Father's Name	
3.	Office from which retired	
4.	Station of Last Posting and Designation	
5.	Last Pay Band and Grade Pay	
6.	Date of Birth	
7.	Date of Appointment	
8.	Date of Retirement	
9.	Aadhar Number	
10.	PAN number	
11.	PPO Number	
12.	Complete Home Address	
13.	Contact No.	
14.	Station applied for	

Date:

(Signature of Applicant)

**Note:** Only one person for one retired Railway employee to be nominated by him/her. Spouse/adult children of retired employee shall not have any claim for employment. An undertaking to this effect on legal paper should also be given.